

% Single Family Permits Issued After 4 Days (Construction Review) Develop Louisville



KPI Owner: Dave Marchal

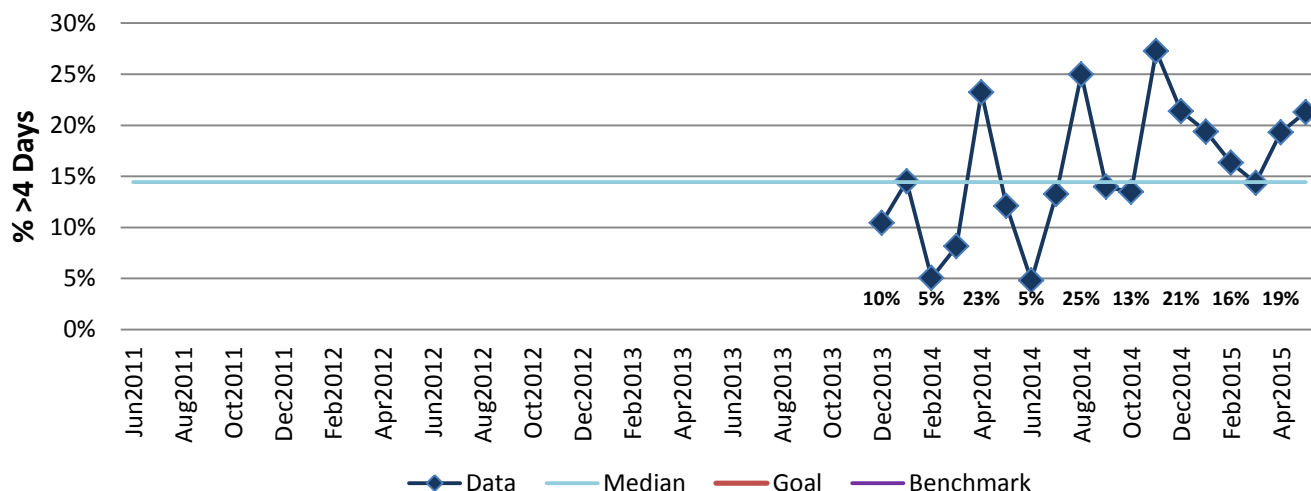
Process: Permit Review

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 14.95% (Dec, 2013 - Nov, 2014)		Data Source: Hansen	Plan-Do-Check-Act Step 1: Define the problem		
Goal: TBD		Goal Source: N/A	Measurement Method: Percent of Single Family permits issued, by month, with a turnaround time (intake through issuance) of greater than 4 days		
Benchmark: TBD		Benchmark Source: N/A	Why Measure: Monitor turnaround time relative to customer expectations		
			Next Improvement Step: Develop Louisville will analyze reasons for extended review periods		
How Are We Doing?					
Jun2014-May2015 12 Month Goal	Jun2014-May2015 12 Month Actual		May2015 Goal	May2015 Actual	
TBD	17.50%		TBD	21.30%	
% >4 Days	% >4 Days		% >4 Days	% >4 Days	

% Single Family Permits Issued After 4 Days (Construction Review)



Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.